

## Curriculum Vitae

**Dorothy Wallis**

President and CEO Caring to Love Ministries

3813 North Flannery Road

Baton Rouge, LA 70814

(225) 215-0004

[dwallis@ctlm.org](mailto:dwallis@ctlm.org)

### EDUCATION

2001 – AUI

Masters in Marriage and Family GPA: 3.7  
Waxahachie, Texas

1974 - Westminster College

Certified for Retail Merchandising for Management  
Westminster, California

1973 - Western High School

Anaheim, California

### PROFESSIONAL EXPERIENCE

Dorothy Wallis has been providing Life Affirming women's health services since 1980. In 1982, she founded the Care Pregnancy Clinic of Baton Rouge, LA. Since that time, she has developed and assisted in the establishment of Pregnancy Resource Centers and Clinics in Baton Rouge, Hammond, Lafayette, Morgan City, Alexandria, Natchitoches, and Rock Hill, South Carolina. She consults pregnancy testing centers in adding ultra-sound and medical services to Pregnancy Clinics throughout the State of Louisiana as well as nationally. Since its inception the Care Pregnancy Clinic has served over 90,000 women and insured healthy deliveries of over 72,000 babies just in the Baton Rouge location alone,

In 1986, she began the ground work for Mom's House, called House of Hope, an aftercare facility for mothers and their babies. In June 1987, House of Hope was officially opened. It became a launching pad for single mothers to become self-sufficient through education and occupational training.

In 1987, she began writing and printing pregnancy help center policy and procedure infrastructure manuals for directors and volunteers. These manuals have been sold throughout the United States, Canada and internationally to help centers stay in compliance with Best Business Practices.

In 1998, she began hosting national and state conferences for pregnancy center directors on Post Abortion Counseling for men and women suffering from *Post Abortion Trauma Disorder*. Additional subjects are *Counseling College Students*; *Cultural Behavior De-Stress your Life*; *Law, Legal Issues*; *Statutory Rape Mandatory Reporting*; just to name a few.



# Project Director

## About the Job

**PURPOSE:** Under the supervision of the Project Administrator, the Project Director is responsible for ensuring that assigned programs and services are executed in accordance with the Agency's implementation project methodology. Coordinates project activities interfacing with Project's project staff, subcontractors, professional technical service providers, clients, and other stakeholders.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following**

- Maintain project plans showing key deliverables, milestones, and responsibility for assigned duties
- Ensure that projects are proactively managed, executed according to schedules, on budgets, and issues are resolved promptly
- Provide ongoing contact with subcontractors to ensure satisfaction with assigned resources and project's progress
- Assist with preparation of initial project budgets and resource requirement for internal accounting
- Oversees preparation of monthly service billings to ensure timely submittal for reimbursement for funding Agency
- Responsible for coordinating interaction between the professional technical service team and other staff to ensure that issues affecting the implementation projects are effectively resolved
- Responsible for managing day-to-day operations including the coordination of purchasing, facilities, and personnel matters
- Assist in developing project policies, procedures and standards relating to the implementation of Agency's operations
- Assist in planning and implementation of procedural changes/modifications to the project
- Responsible for monitoring and reporting on short- and long- range project goal
- Manage information related to subcontractors' services and activities via telephone communications, written correspondence, individual interactions, internet, etc.
- Support Performance Improvement Consultant in plans for seminars, workshops, and other meetings related to program operations.
- Monitor project's overall progress, subcontractor's services, client outcomes, Agency's personnel
- Ensure proper function and maintenance of data collection systems
- Responsible for the completion of the monthly Measures of Success Reporting to the funding Agency.
- Oversee the maintenance and storage of all program documentation, records including subcontractor's invoices, purchase requisitions, travel documentation, and other files.

### **EDUCATION AND EXPERIENCE:**

- Bachelor's degree in a related field preferred; or minimum three year of related experience
- Demonstrated human relation skills
- Effective communication skills required



In April 1989, Dorothy began hosting "Life Radio", which to present date airs daily on four local radio stations. It is heard in Louisiana; Hattiesburg, Mississippi; Mobile, Alabama; South Arkansas and East Texas.

In 1990, she authored the how-to-manual "Converting your Counseling Center into a Medical Clinic".

In 1990, she founded the first Life Affirming Medical Clinic in the nation.

In May 1990, Dorothy became the chairman of Governor Roemer's Commission on the Louisiana Adolescent Pregnancy Commission

Nationally in 1991, she was a founding Board Member of the National Institute of Family and Life Advocates (NIFLA) based in Virginia, and consulted to approximately 2500 pregnancy help centers and clinics. She is the original author to introduce Ultrasound to Crisis Pregnancy Centers around the nation and abroad.

In the summer of 1996, Governor Mike Foster appointed her Chairperson over a committee to oversee the "school-based clinics". The committee, "School-Based Health Clinic Task Force" was mandated to insure that the clinics adhere to the law and provide comprehensive healthcare for the students.

In the spring of 1999, Governor Mike Foster appointed her to the Marriage and Family Commission. She has served on the commission since its inception.

In 2001, she earned a Master's Degree in Marriage and Family Counseling form AUI in Waxahachie, Texas.

In 2004, Consultant in the Georgia Alternative to Abortion program launched under Georgia's Governor Sonny Perdue.

In late fall of 2005, Consultant to launch Florida's Alternative to Abortion with Raquel A. "Rocky" Rodriguez, Esq. General Counsel to Governor Jeb Bush of Florida.

In 2006, Texas, Alternatives to Abortion under Governor Rick Perry consultant in launching the faith based pregnancy resource center. The clear separation of services and religion while providing Alternatives to Abortion services with State and Federal funds.

As a National Conference Speaker she teaches on topics ranging from Fundamentals of *Establishing your Medical Clinic*, *Medical Clinic Best Practices*, *Fund-Raising*, *How to Survive an Audit* and *Life Affirming Comprehensive Women's Health*.

In the winter of 2008, Governor Bobby Jindal appointed her to the Marriage and Family commission.

In 2010, she became one of the founding board members of a new organization CRHS (pronounced Chris), Commission on Reproductive Health Service. How to provide non coercive Quality of Care within Medical Ethics.

In 2013, she contributed to the legal brief in the Dauggar Case in South Dakota and is still contributing



In 2015, she was the Recipient of the Angels in Adoption Award given by the Congressional Coalition on Adoption Institute, Senator Bill Cassidy.

## PUBLICATIONS-PRESENTATIONS

**How to start a Pregnancy Counseling Center – June 1990**

**Learn about Relationship Education – September 1989**

**How to convey your Pregnancy Center to a Medical Clinic – July 1990**

**Produce DVD Life Affirming Communication – August 2009**

- |                |  |
|----------------|--|
| February 2002  | Assessing your counseling and medical staff – Dorothy Wallis<br><i>The purpose and benefits of creating a counseling medical staff assessment plan. Understanding the difference between knowledge and competency to implement.</i>                                  |
| October 2003   | How to write a Business Plan – Dorothy Wallis<br><i>This living, breathing document generally projects a 3-5 year plan and is a essential road map for your success.</i>   |
| January 2003   | Counseling Legal issues – Dorothy Wallis<br><i>Understanding the legal liabilities in the counseling room and how to avoid them</i>  |
| April 2003     | Adoption Awareness – Dorothy Wallis<br><i>Adoption presents many different opinions and levels of understanding. Dispel the misconceptions surrounding the adoption process for Agency, Private or Open Adoption</i>   |
| September 2004 | Tips on Recruiting Qualified Personnel – Dorothy Wallis<br><i>Hiring qualified personnel is a challenging process. Hiring the wrong employee is costly to your center, and time consuming. The right employee, on the other hand, pays you back in productivity.</i> |
| April 2005     | Client Marketing – Dorothy Wallis<br><i>Marketing a client can be more of a challenge than marketing a product or service. Client Service is the underlying principle hand has changed substantially with social media</i>   |
| June 2005      | Fundamentals of Fundraising – Dorothy Wallis<br><i>Fundraising is Relationship building, Banquet, Walk's, Direct mail and Golf Tournaments</i>   |
| June 2005      | Understand Conflict Resolution and Management – Dorothy Wallis<br><i>When conflict (perception) is understood, it's easier to find ways to predict differences, prevent it, transform it and resolve it</i>  |
| August 2005    | Media and client Marketing – Dorothy Wallis  |





*Media campaigns become effective with frequency an overlapped multi-level campaign when using Billboards, TV, Radio, Bus signs campaigns*

- December 2005      Low Budget Client Marketing – Dorothy Wallis  
*Low cost and low risk ways to drive new clients to your centers-clinics; a clean website that provides a menu of your services and a coupon to download for a free pregnancy test.*
- April 2009      Your Leadership Style – Dorothy Wallis  
*The manner and approach of providing direction, implementing plans, and motivating people.*
- August 2009      Understanding Corporate Life Cycles – Dorothy Wallis  
*The business life cycle is predictable, by understanding where the business sits on the life cycle and the ability to change leadership style to guide the counseling centers' to success*
- April 2010      Forming, Norming and Performing – Dorothy Wallis  
*Leadership team building and how conflict builds trust*
- April 2011      Protecting minors who are being forced to terminated their pregnancy -  
Dorothy Wallis  
*What your client and their parents need to know about abortion coercion. How Roe v Wade protects a minor from receiving a forced pregnancy termination*
- April 2012      The client with multiple visits, who is she? – Dorothy Wallis  
*This might go beyond her birth control failed. Is she...*
- April 2012      Sex Trafficking – Dorothy Wallis  
*How to ask the right question to determine if your client is enslaved with sex trafficking. How to work with Home Land security to get her in a safe home.*



## Services Coordinator

**PURPOSE:** To provide the day-to-day needs of the project's administrative locations and service providers/subcontractors' program sites. Provide ongoing operational support and technical assistance to service providers/subcontractors in assessing and reviewing subcontractors' invoicing and payment records. Work closely with project staff to coordinate services and resolve issues. Provide logistical support for events and training. Provide support with internal grant management process.

**ESSENTIAL FUNCTIONS, including the following,**

- Assist project staff management with administrative support.
- Assist with schedules, plans, and coordination of work actions of project staff.
- Assist with the implementation of project's policies and procedures
- Completes billing processing on LCP service providers.
- Conduct audits of service providers/subcontractors' monthly invoices and make appropriate corrections.
- Resolve coding and billing errors with service providers/subcontractors.
- Prepares a billing report of all monthly Reimbursement Requests.
- Respond to service providers/subcontractors' inquiries regarding billing errors, coding and chart documentation.
- Carries out special assignments as assigned by supervisor.

**EDUCATION AND EXPERIENCE:**

- Minimum 2 years of business office experience, with at least one of the years preferable in a health care setting or equivalency.
- 35 WPM typing,
- Demonstrate human relation and effective communication skills.

**PROBLEM SOLVING:**

*This position customarily operates under general supervision. The incumbent is not given authority to make a precedent setting decisions and usually refers all new or unusual situations to his or her supervisor. However, the incumbent may be called upon to use discretion and judgment in selecting a proper course of action in performing daily activities. Major challenges inherent within this position include maintaining good public relations, assuring appropriate and accurate account billing, resolving charge and coding problems, and over payments*



Marcia Oliver 548 S. Flannery Road Baton Rouge, LA 70815  
 E-mail: [marciaissetfree@aol.com](mailto:marciaissetfree@aol.com) Cell Phone: (225) 284-4650 Message Phone: (225) 485-6579

## EDUCATION:

6/1996

La College International 3200 Wilshire Blvd Los Angeles, CA 90010  
 Associate Degree Major: Computer Science

## JOB SKILLS:

### Community Outreach

- o health fairs
- o Healthy Heart representative
- o National Diabetes Collaborative representative
- o volunteer recruitment
- o mammogram recruitment and education
- o liaisons for Healthy Heart program and YMCA

### Computer Maintenance

- o defragging
- o trouble shooting
- o backing up
- o organizing desktop and files
- o updating
- o running anti virus
- o disk cleanup
- o simple software installations

### Computer Programs

- o Access database
- o Excel
- o Giftrak
- o Internet
- o Outlook
- o Powerpoint
- o Quickbooks
- o Word

### Executive

- o assisting in meetings
- o coordinating meetings
- o being accessible to president at all times
- o verbal/written reports
- o filling in wherever needed
- o preparing for meetings including board meetings
- o preparing/editing powerpoints
- o responding to alarm and other emergency situations
- o developing and maintaining office and clinic procedures and systems
- o keeping president aware and informed of the status of the office and clinic
- o carrying out directives and making sure that directives are being carried out

### Filing

- o creating file folders and client charts
- o maintaining files and client charts
- o numerical and alphabetical

### Finances

- o A/P, A/R
- o cash transactions
- o reconciling bank accounts
- o processing credit card payments
- o paypal
- o generating checks
- o Subcontractor payments
- o processing home tax payments
- o grants
- o tax preparation
- o website payments
- o invoices (subcontractors and vendors)
- o payroll
- o Financial reporting (bank reconciliations, payroll summary, profit and loss, quarterly taxes)

### Human Resources

- o recruiting volunteers
- o responding to job applicants
- o screening prospective job applicants
- o scheduling interviews
- o orientations of new employees
- o maintaining work schedules and trainings
- o creating and maintaining employee files

### Office Equipment

- o binding machine
- o calculator
- o cash register
- o copier
- o projector
- o scanner
- o typewriter

### Phones

- o answer president's phone
- o follow up with clinic clientele
- o screening calls (solicitors, reasons for call)
- o scheduling clinic appointments
- o taking and distributing messages
- o conference calls (setting up, facilitating)
- o answer clinic clientele calls
- o conducting computerized phone surveys
- o clinic calls, incoming and outgoing
- o incoming calls and outgoing administrative calls
- o follow-up and return administrative phone calls
- o scheduling administrative and president's appointments

### Patient/Client Care

- o home visits
- o evaluations and assessments
- o Taking/recording blood pressures
- o charting
- o weighing clients/patients
- o instructing client per Doctor's orders
- o BMI evaluation
- o conducting diabetes and high blood pressure clusters
- o Health screenings
- o Recruiting/registering clients for mammogram screening



## Quality Assurance

- preparing reports
- auditing charts, records and files
- statewide on-site quality assurance, verifying compliance
- reporting findings
- monthly verifications
- follow-up to ensure findings were corrected

## Reporting - weekly, monthly and yearly

- CPC Reports (119, demographics, etc.)
- Grant/State Reports
- Mos Reports
- Project status reports

## Scheduling

- |                      |                         |                    |                                  |
|----------------------|-------------------------|--------------------|----------------------------------|
| ○ clinic             | ○ president's calendar  | ○ office calendar  | ○ employee calendar              |
| <i>appointments</i>  | <i>appointments</i>     | <i>assignments</i> | <i>anniversaries</i>             |
| <i>home visits</i>   | <i>events</i>           | <i>deadlines</i>   | <i>birthdays</i>                 |
| <i>return visits</i> | <i>meetings</i>         | <i>holidays</i>    | <i>requested time off</i>        |
|                      | <i>radio interviews</i> | <i>meetings</i>    | <i>vacations</i>                 |
|                      | <i>travel</i>           | <i>timelines</i>   | <i>approved/unapproved leave</i> |

## Supervisory - Departmental

- |                       |                             |                    |               |
|-----------------------|-----------------------------|--------------------|---------------|
| ○ Events              | ○ CPC Care Pregnancy Clinic | ○ SAFE Program     | ○ Graphics    |
| ○ Fund-raising        | ○ Healthy Heart Program     | ○ Donor Management | ○ Hospitality |
| ○ Life Choice Program |                             |                    |               |

## Supervisory - Staff

- |   |                                 |  |
|---|---------------------------------|--|
| ○ attendance  | ○ delegating tasks and projects | ○ staff meetings, weekly and monthly                       |
| ○ staff morale  | ○ knowing job descriptions      | ○ reprimands and affirmations                              |
| ○ overseeing office and clinic staff  |                                 | ○ monitoring office flow                                   |
| ○ providing answers and instructions  |                                 | ○ conducting computer training for staff and new personnel |
| ○ making sure assignments are being carried out correctly and in a timely fashion |                                 |  |

## Typing - 50 WP

- |   |                   |                        |                |
|---|-------------------|------------------------|----------------|
| ○ "how to" instructions   | ○ check off lists | ○ computer instruction | ○ data entry   |
| ○ employee orientation  | ○ project lists   | ○ employee reprimands  | ○ spreadsheets |
| ○ status reports  | ○ transcribing    |                        |                |
| ○ creating, sending, inspecting, receiving and responding to correspondences such as faxes, emails, letters, etc. |                   |                        |                |

## WORK HISTORY:

4/2006 - ...

Caring To Love Ministries, Inc. 3813 N. Flannery Road Baton Rouge, LA 70815

Supervisor: Dorothy Wallis (225) 273-1124

Job Titles: Executive Assistant, Bookkeeping (A/R, A/P), Compliance Officer, Project Coordinator for Life Choice Project

12/2010 -5/2011 (p/t)

Greenwell Springs Public Library 11300 Greenwell Springs Road Baton Rouge, LA 70814

Supervisor: Gerilyn Davis (225) 274-4440

Job Title: Computer Aide

9/2010 -12/2010 (p/t)

Abounding Love Ministries/Project Stars 7076 Hooper Road Baton Rouge, LA 70811

Supervisor: Sue Evans (225) 356-4441

Job Titles: Kindergarten and 4<sup>th</sup> Grade Teacher/Bus Chaperone





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6/2003-3/2006

Grace Hill Neighborhood Health Centers, Inc. 2600 Hadley St. Louis, MO 63106

Supervisor: Cynthia Snow (314) 539-9638

*Job Titles: Health Care Coach, Healthy Heart Representative, National Diabetes Collaborative Representative, CPR instructor*

1/2004 - 4/2004 (p/t)

Jackson-Hewitt Tax Service 2911 Kingshighway St. Louis, MO 63115

(314) 361-5075

*Job Title: Tax Preparer*



## **Life Choice Project**

### **Job Description: Clerical Support Specialist**

#### **Purpose**

Provide full range of clerical/secretarial meeting support to all project staff.

Will independently facilitate several assigned responsibilities, ensuring excellent program services.

To perform this job successfully, an individual must be able to perform each primary responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **Essential Functions – Clerical Support Specialist**

Provides a full range of clerical/secretarial, and office support including, but not limited to:

- Word processing production for variety of team members.
- Manages calendars.
- Assists in phone reception for clerical departments.
- Prepares and coordinate emails, faxes, and express packages.
- Provide filing assistance.
- Provides clerical/secretarial support, including the composition and preparation of routine correspondence and power point presentations using computer software applications.
- Prepares and maintains telephone directory and other project information.
- Performs photocopying and other production services.
- Prepares and maintains program procedures. Maintains training curriculum and provides training to cross-functional team.
- Advises project administrator of any issues to ensure excellent sub-contract client service.

#### **Facilities and Meetings**

Provides a full range of support including assistance with scheduling, word processing, and reception and facilities needs as needed.

Advises program staff of any issues to ensure orderly and efficient clerical operations

#### **Project Support**

- Support program staff including, preparation of documents, and follow-up on timelines and deliverables.
- Insure Sub-contractor has resources to facilitate their responsibilities -Attend project meetings and prepare meeting minutes and action items.
- Participate on cross- functional teams.



**Amber Fowler**

11208 Hwy 61 Wakefield, La. 70784, 225-939-1162, [amberf3080@gmail.com](mailto:amberf3080@gmail.com)

**Experience****Event Staff- River Center; Matt Destouet - 225-389-3030****March 2016 – Present-**

- Ticket scanner.
- Greeter.
- Usher.

**Property Manager- Sinclair Trailer Park; Jeannie Sinclair - 225-775-4321****March 2013 – Present-**

- Manage the function of 25 trailers.
- Advertise for vacant trailers.
- Schedule showings of empty trailers.
- Review applications and decide on responsible tenant.
- Collect and deposit rent and maintain tenant accounts.
- Schedule maintenance.
- Handle eviction process.

**Office Manager – Circle J Pallets; Mike Jackson – 225-719-0110****June 2013 – November 2015**

- Create and maintain DOT driver files.
- Maintain DOT standards with drivers.
- Conduct OSHA safety meetings for employees.
- Create and maintain OSHA HAZ COM standards for company, including SDS files.
- Accounts receivable/ payable.
- Collections of past due invoices.
- Inventory and ordering of office supplies.
- Quality control of employee's work assignments.
- Prepare reports.
- Data entry.

**Director- All the Way House; Lori Hart - 225-775-4321**

**Nov. 2008 – March 2013** *(transferred to the trailer park, which is owned by the same owners of the substance abuse program)*

- Handle day to day operations of substance abuse program for 50 men and women.
- Revamp the structure of the program to create phases for clients.
- Schedule and conduct client intake assessments.
- Handle the intake and discharge procedures of clients.
- Create and maintain client files.
- Expedite documents for clients for legal issues.
- Maintain Excel documents with client's health information, court information, family information, etc.
- Schedule transportation for clients to appointments.
- Retrieve and distribute client mail.



- Collect funds for intake of new clients.
- Maintain individual client personal accounts.
- Individual and Family counseling.
- Teach substance abuse classes, Christian education, and other related classes.
- Third party communication between clients and their families.

## **Education**

### **Virginia Beach Adult Education, 2000**

- GED

## **Computer Skills**

### **Microsoft Products including:**

- Word
- Excel
- PowerPoint
- Outlook

## **Skills**

- 40 wpm
- Excellent phone etiquette
- Excellent verbal/ written communication
- Punctual
- Self-motivated; able to work with minimum supervision
- Customer service driven
- Multi-task
- Problem solver

## **References**

- Melody Kitchen – 225-938-5485
- Leisha Mayers – 225-921-2209
- Theresa Gayle – 225-678-4943





## Home Prenatal Care Educator

**PURPOSE:** Serves as the lead care provider in the home-based prenatal health care education and supportive services through education, referral, and counseling.

**ESSENTIAL FUNCTIONS, including the following**

- Assist the Home Prenatal Care Nurse and serves as client's advocate
- Assist and helping to orient client to the LCP Home Outreach Support Services.
- Assist the Home Prenatal Care Nurse in ensuring that the client participates in the development and implementation of her prenatal care plan.
- Ensure the patient is receiving individualized care to best meet his/her needs.
- Coordinates linkage to community resources and providers to support the client and family members.
- Maintain contact with the family, to facilitate family involvement and apprise the family of client's progress as deemed necessary.
- Prepares forms, resources and other information to be used during home visit.
- Support the Home Prenatal Care Nurse in the development and implementation of client education and programs.
- Conducts scheduling for client visits.
- Complies foods, clothing and other resources specific to the client and family's needs to provide during home visits.

**EDUCATION AND EXPERIENCE:**

- High School diploma or equivalent.
- Applicants must demonstrate the potential ability to perform the essential functions of the job as outlined in the position description.

**SKILLS AND KNOWLEDGE REQUIRED:**

The staff member must be able to demonstrate the knowledge and skills necessary to provide care appropriate to the needs of the clients served. The individual must demonstrate knowledge of the principles of maternal life development and the ability to assess data regarding the client's status and provide support for appropriate prenatal care as described in the Life Choice Project's policies and procedures manual.



Vera H. Crowder  
10106 Cloudland Drive  
Baton Rouge, Louisiana 70818  
(225) 261-4886

**Profile:** Self-motivated, dependable, hardworking, works well with people and a team player

**Education:** Istrouma High School – Baton Rouge, Louisiana

**Experience:**

*Home Prenatal Care Educator, Care Pregnancy Center*  
January 2008 to present

- Identify persons eligible for participation in for the home outreach support services
- Ensure that care is provided according to all relevant policies, procedures and regulations
- Identify appropriate supports for pregnant women, their male partners, and their families.
- Make recommendations for changes and improvements to the program, as required
- Schedule visit assignments.
- Secure food, clothing and other items needed for program participant
- Discuss any concerns with supervisor

*Receptionist/Sales and Photographer, Olan Mills Photography Studio*  
1998 – 2003

- Answered phones, faxes and emails
- Answered and follow-up with phone and emails inquiries
- Intake of office mail and photographer submissions
- Handled billing, filing, and equipment monitoring
- Prepared weekly sales reports for the manager
- Provided customer support and fulfill sales requests
- Booked and confirmed appointments with clients
- Sold appropriate portrait package and other merchandise as determined by customer's needs and stipulations

*Assistant Manager, Stop-N-Go Convenience Stores*  
1980 – 1984

- Assisted in all phases of store management and supervision
- Assumed manager's responsibilities in manager's absence.
- Assure all customers receive excellent customer service including quick, tactful handling of complaints
- Assisted the manager in assuring buildings, equipment and grounds are clean and inviting; that merchandise is properly stocked, rotated and clean
- Completed and balanced daily paperwork and deposits accurately
- Received deliveries, scanned and made sure of accuracies



**Vera H. Crowder, page 2**

- Assisted the manager in hiring, training and developing employees; coached and counseled employees at appropriate times
- Monitoring cashier, vendor and customer store and grounds activities
- Any and all other duties assigned

***Private Childcare Worker, Private Family, Baton Rouge, LA***

- Care of child in absence of parents
- Maintained personal hygiene of the child.
- Supervising the child during playtime to ensure child safety
- Provided transportation, as needed
- Planned and prepared meals and snacks for child
- Participated in educational games and outdoor activities
- Organized and encouraged child to participate in creative and educational activities
- Organized and participated in recreational activities, such as games
- Assisted in preparing food and refreshments for child
- Kept parent well informed of child's overall progress

**Social and Community Activities:**

- Volunteers in Public Schools (V.I.P.S)
- PTA President - Merrydale Elementary School
- Monthly Home Bible Study
- Prayer Meeting for Ladies

References available upon request



## Home Prenatal Care Nurse

**PURPOSE:** Serves as the lead care provider in the home-based prenatal health care education and supportive services through education, referral, and counseling.

### **ESSENTIAL FUNCTIONS, including the following**

- Ensure that services are culturally relevant to the diverse population being served
- Ensure the client has been oriented to the LCP Home Outreach Support Services.
- Ensure the client participates in the development and implementation of her prenatal care plan.
- Ensure the patient is receiving individualized care to best meet his/her needs.
- Facilitate involvement of appropriate project team members, timely completion of assessments and reports.
- Maintain contact with the family, to facilitate family involvement and apprise the family of client's progress as deemed necessary.
- Completes and submit reports regarding client's initial assessment, expected outcome, and recommended plan of care.
- Develop and implement client prenatal care plans or other care needs as appropriate.
- Leads the planning, evaluation, and revision of the program.

### **EDUCATION AND EXPERIENCE:**

- Current licensure to practice as an Registered Nurse or Licensed Practical Nurse in the State of Louisiana or a Bachelor's Degree in a related area.
- Applicants must demonstrate the potential ability to perform the essential functions of the job as outlined in the position description.

### **SKILLS AND KNOWLEDGE REQUIRED:**

The staff member must be able to demonstrate the knowledge and skills necessary to provide care appropriate to the needs of the clients served. The individual must demonstrate knowledge of the principles of maternal life development and the ability to assess data regarding the client's status and provide appropriate prenatal care as described in the Life Choice Project's policies and procedures manual.





# Jawonna Guilbeau

10960 Arlene Drive, Denham Springs, LA 70706  
225-603-7448 | kajnnurse@aol.com

## PROFILE

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- Born April 27, 1962. I am 53 years old, married, with two grown children and three grandchildren.
- I have been a nurse for over 20 years. I was an LPN for 8 years, then an Associate Degree RN for 10 years, now a Bachelor of Science in Nursing RN for over 2 years.
- My experience is vast over the years: Med/Surg for 6 years, Rehabilitation Nursing for 12 years (CVAs, orthopedic surgery patients (pre- and post-op), MIs, etc.), and Senior Behavioral Health for the last 2 years (Alzheimer's Dementia, Psych and Geriatric Behavioral Patients).
- Over the past 20 years, I've also had the privilege of working in Home Health, Oncology and Adjunct Clinical Instructor of RN students.
- Positions I have held as a Registered Nurse: Staff Nurse, Charge Nurse, Team Leader, Supervisor and Clinical Nurse Manager.

## EDUCATION

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### King University

Bristol, Tennessee

*Bachelor of Science in Nursing – Registered Nurse*

2013

Graduated at the top of my class with Honors and a 4.0 GPA.

### San Antonio College

San Antonio, Texas

*Associate' Degree in Nursing – Registered Nurse*

2003

Graduated with Honors and a 3.6 GPA.

### Southwest Texas Junior College

Del Rio, Texas

*Diploma in Nursing – License Vocational Nurse*

1996

Graduated with Honors and a 4.0 GPA.



## EXPERIENCE

### Morristown-Hamblen Healthcare System

Morristown, Tennessee

*Senior Behavioral Health Unit – Registered Nurse*

2014-2015

- Staff RN for 12-bed locked Senior Behavioral Unit. Maximum staff-to-patient ratio = 6:1.
- Performed physical assessments, administered medications, assisted with activities and therapies related to psychiatric and medical treatments.
- Assessed referred patients for admittance to Sr. Behavioral Unit. Completed plans of care for treatment. Scheduled follow-up appointments and treatments after discharge.
- Entered all physician's orders into the computer and followed through on all aspects of care related to the orders.
- Performed all education related to patient's stay in the Behavioral Unit. Met with Treatment Team including Medical Doctor, Social Worker, Activity Coordinator, Unit Manager and Psychiatrist to assess patient status and coordinate patient care.
- Completed patient transfers to other facilities and discharges to home as ordered by Physician.

### Morristown-Hamblen Healthcare System

Morristown, Tennessee

*Clinical Nurse Manager – Staff RN – Joint and Spine Center*

2010 - 2014

- Nurse Manager for 20-bed Orthopedic Unit.
- Managed a staff of 22-24 employees. Performed monthly rounding on all employees. Performed annual evaluations, skills and employee assessments of job duties.
- Performed all duties related to payroll and deductions bi-weekly.
- Completed work schedules for all employees and scheduled time off and vacations as needed.
- Interaction with orthopedic surgeons related to patient's care on the Joint and Spine Unit.
- Monthly Meeting with Hospital-wide Surgeons for continuity of care and protocols.
- Managed nursing staff to ensure that all physician orders were entered correctly into the computer and were carried out as ordered.
- Weekly, Monthly, Quarterly, Semi-Annual and Annual Meetings with Administration and Corporate Officials.
- Initiated the "Bedside Reporting" Pilot on our floor for use throughout the Hospital after trials were performed.



**Ochsner Medical Center**

Baton Rouge, Louisiana

*Registered Nurse, Charge Nurse*

2008-2010

- Staff Nurse with staff-to-patient ratio = 6:1.
- Performed all duties related to a Staff Nurse including physical assessments, medication administration, documentation, etc.
- Charge Nurse: Managed a staff of 5-6 Registered Nurses with 1-2 CNAs.
- Performed all staff assignments, communication with physicians, patient/family concerns or complaints, etc.
- Assigned to Oncological Patients because of specialized training in Chemotherapy Infusion.
- Interacted specifically with Oncologists related to Infusion therapies, medications and patient's status.

**Sage Rehabilitation Institute**

Baton Rouge, Louisiana

*Supervisor – Weekend/Baylor RN*

2003 – 2008

- Supervisor of 40-bed Rehabilitation Hospital, 28 Rehab beds, 12 SNF beds.
- Supervised a staff of 4 Licensed Practical Nurses and 9 CNAs.
- Made all staffing assignments according to nursing skill and patient acuity.
- Oversaw general operation of the Hospital on the weekends when Administration was not present. Interaction with Physical Therapy Department and Dietary to make sure that all patients' needs were met.
- Performed, along with a Admit/Discharge Nurse, all duties related to admission of patients from various facilities and discharge of patients to other facilities and to home.
- Interacted with all Physicians (Medical Doctor and follow-up Orthopedic Surgeons) to ensure that all orders were accurately transcribed and completed.
- Liaison between nursing staff and Administration weekly related to any/all patient and family interactions over the weekend.

**United Home Health**

Baton Rouge, Louisiana

*Registered Nurse – Intake Nurse*

2003 - 2008

- Part-time work for United Home Health during the weekdays.
- Intake/Admission Nurse, performing the OASIS Admit Packet for all new admissions in the patient's home.
- Initiated all Plans of Care related to the patient's specific medical status.
- Liaison between MD office and Medical Equipment Companies for initial set-up of Home Health Care, including all medications, equipment and supplies.
- Meticulous documentation of Patient Admission to ensure correction billing and reimbursement for company.



- Approximately 6-8 patient visits per day for 2-3 days a week were completed.

## **Our Lady of the Lake College of Nursing**

Baton Rouge, Louisiana

*Adjunct Clinical Nursing Instructor*

2007 - 2008

- Adjunct Clinical RN Instructor for 10 Registered Nursing Students attending their Pediatric Clinical Rotation at Our Lady of the Lake Regional Medical Center.
- Ensured that students attended Clinicals and participated in rotation to maximize their learning experience.
- Recorded and reported attendance and skills attained with each rotation by each student.
- Performed Post-Clinical Report at the end of each day to assess each student's experience and to discuss and answer questions related to procedures, medications, etc.
- Maintain accurate records for Our Lady of the Lake College of Nursing to count toward each student's participation and completion of their Pediatric Rotation.

## **REFERENCES**

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- |  |  |              |
|--|--|--------------|
| 1. Angie Seals, Clinical Nurse Manager     | <a href="mailto:aseals3@covhlth.com">aseals3@covhlth.com</a>     | 423-492-6875 |
| 2. Nicki McGinnis, Supervisor              | <a href="mailto:nmcginni@covhlth.com">nmcginni@covhlth.com</a>   | 423-493-6875 |
| 3. Leslie Ishee, Supervisor/Admit Nurse    | <a href="mailto:ldishee@umc.com">ldishee@umc.com</a>             | 601-954-6732 |
| 4. Beth Delatte, LPN, Missions Coordinator | <a href="mailto:indiannurseBD@aol.com">indiannurseBD@aol.com</a> | 225-978-3745 |
| 5. Lindy Swain (Charlene), EMTechician     | <a href="mailto:lindycharlene@aol.com">lindycharlene@aol.com</a> | 865-441-0861 |

## **PROFESSIONAL LICENSE & SKILLS**

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Louisiana Registered Nurse

License # 108297

Expires: January, 2017

Tennessee Registered Nurse

License # 179000

Expires: April, 2016

Also:

Geriatric Resource Nurse

Chemotherapy Infusion Nurse





## Quality Assurance Specialist

**PURPOSE:** The Quality Assurance Specialist, under the direction of the Project Administrator, promotes quality achievement and performance improvement. Communicate directly with subcontractors and project staff in identifying trends, analyzing data and assuring accuracy and consistency of all reports.

### **ESSENTIAL FUNCTIONS, including the following:**

- Facilitates Quality Assurance Monitoring of CPCS and AEQS subcontractors through analysis and observation, project reports and activities (including subcontractors' activities) to identify trends, successful practices, achievement of goals and objectives and areas needing improvement.
- Determines degree of subcontractor compliance with LPC, contract and fund source standards.
- Assist in developing policies and procedures relevant to the implementation of the QA Program.
- May assist with or conduct training for staff and/or subcontractors.
- Completes monthly monitoring, assessment and reporting to communicate trends, findings and make recommendations as appropriate relevant to the QA Program's outcomes.
- Serves as integral member of the project team, providing input based on knowledge of project activities and outcomes for continuous quality improvement and effective quality control processes.
- Demonstrates continuous effort to improve operations, working collaboratively with project team for quality seamless, customer service.
- Plans and implements procedural changes/modifications for the project.
- Maintains or oversees the procedures for the Quality Assurance documentation and reports.
- Compiles appropriate data needed for Quality Assurance Program reporting for the monthly Measures of Success Report.
- Assist in assessing the verification and accuracy of subcontractor's monthly reimbursement request documentation to ensure adherence to the established procedures.
- Coordinate the development of information and other resources to the service subcontractors within the scope of the Quality Assurance Program.
- Assist in the development of assessment tools, reports, and data collections resources for Quality Assurance Program.
- Ensures systems used in QA are properly maintained (e.g., QA audit records, training records)
- Evaluates responses to inspection reports and performs follow-up with respondents, management, or others, if needed, to ensure resolution.
- Notifies management of quality/compliance trends and service failures.
- Evaluates new subcontractor prior to site final approval and works with prospective sites to ensure timely implementation and effectiveness of corrective actions.

### **EDUCATION AND EXPERIENCE:**

- Bachelor's degree or equivalent work experience in contracts, data analysis or related field
- Works well in unstructured environment, able to function independently and adapt readily to multiple assignments and deadlines, and ability to remain flexible and prioritize multiple tasks and deadlines
- Strong verbal, written and organizational skills and interpersonal skills
- Valid Louisiana Driver's License.
- Proficiency in the use of the Microsoft Office Suite (specifically Word, Excel and Outlook)
- Demonstrated skills in writing and communication
- Ability to travel to conduct at minimum monthly site visits to subcontractors sites and attend staff meetings and training sessions.



Teresa N. Ragusa

507 W. Michigan St.

Hammond, La. 70401

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Email: [t.r.blessyou@hotmail.com](mailto:t.r.blessyou@hotmail.com)

S.S.# 438-66-9236

Birth date: 11-23-1946

**OBJECTIVE:**

To serve my God and community while using compassion and wisdom in order to possibly meet the administrative, physical and spiritual needs of people.

**SKILLS**

1. Licensed Cosmetologist
2. Christian
3. Limited Spanish
4. Sales Promotion
5. People Mixer
6. Administrative office experience
7. Limited computer skills
8. Lay counselor
9. Teacher
10. Excellent Cook
11. Professional cake Decorator

**Employment**

1. Self Employed Cosmetologist 1969-1993
2. Co-owner Alligator Farm & sales 1992-present
3. Housewife 1992-2004
4. Volunteer Calvary Christian Center Church 1993-present
5. Volunteer Board member Restoration House 1993-2002
6. Executive Director Restoration House 2003-2007
7. Women's Life Ministries CEO/President 2007-present
8. Caring to Love Ministries Administration 2010-present



## Experience

1. Missionary travel- Russia, Mexico, USA
2. Sunday school teacher/ children worker for many years
3. Calvary Christian Center Church various activities many years
4. Business owner and Non- profit management many years
5. Speaker and fundraiser for many years.

## Education

1. Hammond high school graduate 1964
2. Southeastern Beauty College 1969
3. Northeast Louisiana University 1986-1991  
Incomplete major- Psychology appx 50 credits
  - a. Psychology 101
  - b. Psychology (Child)
  - c. Psychology (adolescent)
  - d. Marriage & family relationships
  - e. Public speaking-Speech
  - f. Sociology 101
  - g. Interior design
4. Pregnancy center training and post-abortion counseling training
5. Writing news articles and P.R. Announcements
6. Many, Many self help counseling seminars
7. Children church seminars

## References

### Dr. Walter Watson

44423 W. Pleasant Ridge Rd. Hammond, la. 70403 504 858-3653

### Pastor Michael Bush

Calvary Christian Center 118. Richardson St. Hammond, La. 70401 985 345-0366

### Pastor Mike Foster

First Baptist Amite 409 Hickory St. Amite, La. 70422 985 748-9009



## Jennifer Ham

### EDUCATION

Louisiana Tech University; Ruston, LA -- Bachelor of Arts, English Education, 1992

### EXPERIENCE

Consultant, Louisiana Life Choice Project; Baton Rouge, LA -- 2009 to present  
Responsibilities include providing consulting services to crisis pregnancy center directors, as well as providing training at Life Choice Project meetings and conferences.

Event Coordinator, The Gospel, Inc.; Ruston, LA -- 2009 to present  
Responsibilities include scheduling, staffing, and overseeing various events.

Executive Director, Life Choices of North Central Louisiana; Ruston, LA -- October 1998 to May 2009  
Responsible for overseeing all operations of a crisis pregnancy center, including fundraising, supervising employees and volunteers, training, outreach, and development of services.

Regional Director, Louisiana Governor's Program on Abstinence -- 2000 to 2007  
Coordinated the Louisiana GPA events and clubs for Lincoln, Jackson, Union, Bienville, and Claiborne parishes, including curriculum training for teachers and curriculum presentations to students. Also helped to coordinate statewide GPA events, including summer camp, state convention, regional conferences, and legislative caucus.

English / Speech Teacher, Simsboro HS; Simsboro, LA -- 1993 to 1998  
Taught English and Speech to grades 7 - 12. Served as Student Council sponsor and oversaw Homecoming events all five years. Served as prom sponsor for three years.

English / Speech Teacher, Mansfield HS; Mansfield, TX -- 1992 to 1993  
Taught English, Speech, and Debate to students in grades 9 - 12. Also established the school debate team and supervised the UIL speech events.

### VOLUNTEER EXPERIENCE

Louisiana Republican State Central Committee Member 2009 to present

North Central Alliance Partners in Prevention, Advisory Board, 2005 to present

LA. Lewis Elementary PTC Coordinator 2012-2013 school year

The Gospel Camps, Program Director and Assistant to Program Director, 1982 to present

Bulldog Aquatics Club Board Member / Treasurer, 2009 to present

Hillcrest Elementary PTC Leadership Team, 2009 to 2012

Hillcrest Elementary Cross Country Coach, 2006 to present

Kingdom Fitness Running Club, Co-Founder and Coach, 2005 to present

Boys and Girls Club of North Central Louisiana, volunteer 1999 -2002





Experience

1. Missionary travel- Russia, Mexico, USA
2. Sunday school teacher/ children worker for many years
3. Calvary Christian Center Church various activities many years
4. Business owner and Non- profit management many years
5. Speaker and fundraiser for many years.

Education

1. Hammond high school graduate 1964
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  - c. Psychology (adolescent)
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  - f. Sociology 101
  - g. Interior design
4. Pregnancy center training, adoption and post-abortion counseling training
5. Writing news articles and P.R. Announcements
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Pastor Michael Bush Calvary Christian Center 118 Richardson St. Hammond, La. 70401  
 985 345-0366  
Pastor Mike Foster First Baptist Amite 409 Hickory St. Amite, La. 70422 985 748-9009



## Financial Services Consultant

**PURPOSE:** The Financial Services Consultant is responsible for data entry, accounts payable, payroll, grant report entry, helping and creating organizational and program budgets in collaboration with the Project Administrator and the Performance Improvement Consultant, and other miscellaneous tasks.

Reporting to the Project Administration and serving as a member of the Management Team along with the Project Administrator, Program Director and the Performance Improvement Consultant, this position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organization's financial functions. Working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and practices.

### ESSENTIAL FUNCTION, including the following

- Oversee overall financial management, planning, systems and controls and ensure maintenance of effective internal controls to assure safeguarding of assets and reliability of financial statements.
- Prepares monthly financial statements and ensures their accuracy and timeliness.
- Ensures compliance with any and all financial and contract reporting requirements for private or public funding.
- Attends regular meetings with Project Administrator and Performance Improvement Consultant for fiscal planning issues.
- Assist Project Administrator and Board in creating annual organizational budget and monitoring cash flow.
- Management of agency budget in coordination with the Project Administrator.
- Reviews all receipts and disbursements, ascertains correct account distribution and ensuring all support documentation is accurate and in order.
- Managing day to day processing of accounts receivable and payable using QuickBooks, producing reports as requested.
- Managing grantor and service providers/subcontractors contracts and reimbursement requests.
- Ensure that Accounting Department requests are resolved and communicated in a timely manner to internal and external parties.
- Invoicing to funding sources, including calculation of completed units of service.
- Reconciling monthly activity, generating year-end reports, and fulfilling tax related requirements.
- Payroll management, including tabulation of accrued employee benefits.
- Disbursement of checks for agency expenses.

### EDUCATION AND EXPERIENCE

- Strong background and at least 3 years work experience in bookkeeping, accounting, financial management
- Excellent computer skills and proficient in excel, word, outlook, and access
- Excellent communication skills both verbal and written
- Knowledge of government contract management
- Excellent interpersonal skills and a collaborative management style.
- Budget development and oversight experience
- A demonstrated commitment to high professional ethical standards and a diverse workplace
- Knowledge of tax and other compliance implications of non-profit status



*Vickie Davis*

12562 N. Lake Shore Drive  
Walker, Louisiana 70785  
(225) 821-1034  
[Vickiebdavis@gmail.com](mailto:Vickiebdavis@gmail.com)

**Objective:**

To obtain a challenging accounting manager position in a competitive company where the application of my solid professional education and broad experience, computer skills and initiative can contribute to the achievement of the organization's goals.

**Profile:**

Honest self-motivated, dependable, hard-working, team player, prioritizing/time management skills and ability to meet deadlines

**Qualifications Summary:**

- Twenty years progressively responsible experience in administration and accounting
- Fundamental accounting knowledge
- Think critically and present ideas with confidence
- Extremely detailed oriented and able to work with minimal supervision
- Strong analytical and problem solving skills, while managing a variety of special projects
- Highly proficient in QuickBooks Accounting Programs  
(Payroll, Accounts Payable, Accounts Receivable, Banking & Financial Reports)
- Microsoft Programs (Excel, Word, Access, Windows & Outlook)
- 10-Key by Touch

**Experience:**

**1991 - Present**      *Accountant/ Caring To Love Ministries, Baton Rouge, Louisiana*

**Responsibilities:**

- Manage monthly financial reporting, including Board reports and numerous account and bank reconciliations;
- Prepare grant budgets, monthly drawdowns, and financial reporting for grants
- Implement/update expense allocations for grants for payroll and A/P;
- Prepare payment to service provider/subcontractors following reconciliation of reports from project staff and quality assurance team;
- Maintain all contractual documents related as required by funding source.
- Train staff how to handle monetary donations and adhere to proper internal controls;
- Responsible for bank transfers, daily cash reporting, and communications with banking department;
- Maintain fixed assets records, perform physical inventories of fixed assets, update depreciation schedules, and record depreciation expense;
- Performed a wide range of special projects, such as implemented new accounting methods for benefits, reconciled entire funds/fund balances, researched GAAP and IRS requirements involving donations, and developed internal controls
- Account for use of all restricted donations and grants and verify proper coding of expenses
- Reconcile donations and pledges receivable between general ledger and donor database
- Prepare daily bank deposits of donations and other income;
- Assist auditors for the purpose of providing supporting documentation and/or information on internal process that is required for audit
- Other duties as assigned



Vickie Davis - Page #2

**2011 - Present      Accountant/Bond Servants of Love, Baton Rouge, LA**  
**Responsibilities Included:**

- Prepare daily cash flow plan to ensure the required funds are disbursed to meet operational requirements
- Identify necessary changes to policies and worked with the Manager, Director on recommendations to the Board's Finance and Audit Committee
- Supervise and direct the data integrity of the accounting system and archived information at appropriate intervals
- Maintain user access rights to accounting systems and ensured that appropriate procedures are in place for the update of users who leave the Agency, or change positions
- Prepare a projection of future cash shortages and surpluses; analyzes the cause of variances
- Advise staff on cash management policies and procedures
- Review the Cash Flow requirements report to ensure that there are sufficient funds available to meet operational requirements and recommending any adjustments to ensure adequate funds.
- Review and approve the preliminary and final payment registers for checks

**2002 - Present      Accountant/Victory Harvest Church and Victory Academy, Baton Rouge, LA**  
**Responsibilities Included:**

- Ensure that appropriate and accurate accounting of contribution/income records are maintained including but not necessarily limited to manage and reports on church banking records
- Manage cash flow: prepared checks to pay bills, reimbursements and contributions, receiving payments, keeping accurate accounting records and reporting on budget obligations and cash flow
- Assist with the development and preparation of the annual church budget
- Work with administrative staff as needed to research and evaluate all financial commitments and contracts
- Prepare Accounts Receivable and Payables Reports
- Manage payroll
- Other duties as assigned

**2002 - Present      Accountant/Destiny International Church, Denham Springs, LA**  
**Responsibilities Includes:**

(Same responsibilities applicable as Victory Harvest Church and Victory Academy -See above)

**2002 - Present      Accountant/Transformation Ministries, Baton Rouge, LA**  
**Responsibilities Includes:**

(Same responsibilities applicable as Victory Harvest Church and Victory Academy -See above)

**1994 - Present      Accountant/Straightway Ministries, Baton Rouge, LA**  
**Responsibilities Includes:**





Vickie Davis - Page #3

**1990 - Present      Accountant - Treasury & Secretary/Direct Mailing Services, Walker, LA**  
**Responsibilities Includes:**

- Maintain and reconcile general ledger accounts, accounts payable, accounts receivable, and postage accounts
- Create and post monthly journal entries, and process client billings and post revenue and postage entries
- Process postal paperwork, and ensure all postal accounts are funded
- Maintain stamp and meter inventories
- Process mail and bank deposits daily
- Schedule physical plant maintenance and updates including HVAC, pest control, plumbing, repairs, and janitorial services
- Maintain expenditures of phone system, voice mail, petty cash, and office supplies
- Prepare phone bank lists and direct mail lists
- Complete any data work for all campaign activities
- Issue monthly financial statements
- Other duties as assigned

**1986 - 1991      Accountant /ITI Technical Institute, Baton Rouge, LA**  
**Responsibilities Included:**

- Assisted auditors for the purpose of providing supporting documentation and/or information on internal process that is required for audit
- Assisted in performing general ledger accounting functions as needed and/or assigned (e.g. general ledger, purchasing, etc.)
- Compiled a wide variety of financial information related to work assignments
- Informed other staff regarding procedural requirements to facilitate financial compliance within established practices
- Maintained a wide variety of financial information, files and records to ensure the availability of documentation and compliance with established policies and regulatory guidelines
- Participated in meetings, in-service training, workshops, etc.
- Processed a wide variety of financial information for the purpose of updating and distributing information and/or complying with established accounting practices
- Reconciled a wide variety of financial data to maintain accurate account balances
- Researched discrepancies of financial information and/or documentation
- Established procedures prior to processing
- Responded to inquiries from a wide variety of sources (e.g. state, federal, district employees, vendors, auditors, etc.)
- Communicated and/or provided guidance among several parties; and providing information and/or referral for addressing inquiry
- Reviewed financial information for the purpose of identifying potential budget variances, compiling statistical information
- Conformed to established financial practices and regulatory requirements



Vickie Davis - Page #4

**1983 - 1986      Accountant/Godchaux's, Baton Rouge, LA**

- Assisted with accounts payable
- Assisted with input of fixed assets
- Assisted with month end closings--journal entries and miscellaneous
- Worked closely with purchasing on discrepancies relating to quantities or pricing
- Resolved account discrepancies by investigating documentation
- Answered inquiries
- Performed miscellaneous duties as required
- Accountant for advertising department and associated budget

**1982 - 1983      Staff Accountant/Bourgeois, Bennet, CPA's, Baton Rouge, LA**

- Analyzed information and options by developing spreadsheet reports
- Prepared general ledger entries by maintaining records and files; reconciling accounts
- Prepared payments by accruing expenses; assigning account numbers; requesting disbursements; reconciling accounts
- Developed and implemented accounting procedures by analyzing current procedures; recommending changes
- Answered accounting and financial questions by researching and interpreting data
- Prepared consolidated internal and external financial statements by gathering and analyzing information from the general ledger system and from departments
- Audit functions of various types of businesses

**Education:** 1982 Louisiana State University - BS Accounting

References furnished upon request



# Performance Improvement Consultant

COPY

**PURPOSE:** The Performance Improvement Consultant provides quality management and performance improvement expertise in the measurement, assessment and improvement of quality and safety for LPC's project staff, clients and subcontractors. Provides support to the multidisciplinary project teams.

## Essential Job Outcomes & Functions:

- Information and Analysis: (data collection, aggregation, analysis and communication)
- Provides ongoing data collection for the measurement, assessment and improvement of core measures and other service provider or patient experience measures in support of the bold goals for quality and safety. Initiates, reviews, coordinates and authors reports as necessary to ensure communication and reporting of performance improvement and quality control activities.
- Contributes to the development and production of the dashboard, and other reports.
- Implements the Performance Improvement model with Life Choice Project and other prenatal health care teams for goals for quality and safety.
- Provides ongoing consulting services throughout the program areas including, but not limited to, prioritization, facilitation and communication of performance improvement, and patient safety.
- Promotes compliance through survey readiness activities, including tracers, and field audits.
- Participates in actual survey activities.
- Develop action plans for training project staff and subcontractors on prevention and community based interventions. Also coordinate the implementation of these action plans with stakeholders
- Provides ongoing education and training regarding the application of the PI model.
- Initiates and Facilitates PI projects among subcontractors and staff.

## PERFORMANCE REVIEW:

- Investigates and takes action on identified variance as an opportunity for improvement.
- Maintains a high level of confidentiality :
  - Collects and utilizes specific patient care information for internal quality improvement use only.
  - Protects confidentiality of client records during any review process.
  - Maintains confidentiality of discussions from staff committee meetings and secures any necessary consents for release of information.

## EDUCATION AND EXPERIENCE:

- Minimum 5 years of work experience in Performance Improvement or related field of Program Management, Performance Improvement/Quality Management.
- Experience with project management, data collection, analysis and presentation.
- Proficiency in Microsoft Office.
- Strong verbal and written communication skills.
- Strong organizational, data management, and interpersonal skills.



## Personal Profile

### Summary of Qualifications:

Competent and experienced with over twenty-eight (28) years in management and accomplishments in executive positions requiring skills in the following areas:

- Organizational Management
- Program Development and Implementation
  - Emergency Preparedness Management
  - Prenatal Care and other Health related Issues
  - Performance Improvement
  - Adult and Family Literacy
  - Parent and Family Development
  - Early Childhood Education
  - Children, Youth, Teen and Youth Adult Programs
  - Career Planning and Development
- Grant Writing and Development/Grants Management
- Staff Development, Training and Supervision
- Conference and Special Event Planning
- Volunteer Recruitment and Development

## Education

Baton Rouge Community College  
Business Administration  
5310 Florida Boulevard  
Baton Rouge, Louisiana 70806

August 1999 to May 2000

University of Southwestern Louisiana  
Business Communications  
104 University Circle  
Lafayette, Louisiana 70504

August 1977 to May 1979

John Ehret High School  
4300 Patriot Street  
Marrero, Louisiana 70072

Graduated - May 1977

## Professional Experience

Department of Health and Hospitals/Office of Behavioral Health  
Disaster Behavioral Health/Emergency Preparedness/Louisiana Spirit  
P. O. Box 4049, Baton Rouge, Louisiana 70821

*Emergency Preparedness and Response Manager*

August 2006 to Present

Responsibilities include, but not limited to:

- Development, management, and refinement of the Office of Behavioral Health Plan as it relates to the state's Emergency Preparedness All-Hazards and Pandemic Influenza Plans;
- Provide administrative leadership and oversight to ensure the criteria of the agency meets the objectives set forth by Homeland Security Emergency Preparedness, HRSA Hospital Preparedness Grant and the CDC Pandemic Influenza Guidance;
- Assists in the development of state and regional level emergency operation plans for response to declared emergencies in coordination with the DHH/Emergency Operation Center Incident Commander;
- Provide command staff support to the Director of Disaster Behavioral Health and the Assistant Secretary of the Office of Behavioral Health to co-ordinate actual/potential emergency preparedness efforts;





Garcia Bodley

Page 2

## Professional Experience (continued)

- Coordinate educational and preparedness campaigns for the mental health community, including staff, clients and the public relative to all hazards emergency preparedness and planning for vulnerable populations;
- Coordinate federally mandated training and emergency operations drills to prepare staff in the Office of Behavioral Health Headquarters, regions, local governmental entities, and hospitals respond quickly and effectively to emergencies;
- Provide technical support and consultation to agencies in adopting the operational functions of the Federal Incident Management System and having a working knowledge of the National Response Plan;
- Develop and direct administrative and programmatic emergency preparedness and response activities for the Office of Behavioral Health at the state and regional levels;
- Serves as the planning coordinator and participant in state and regional level disaster behavioral health emergency preparedness drills and exercises involving both internal and external agencies and partners;
- Provide technical assistance by serving as a resource for emergency response related issues to validate existing emergency response plans;
- Coordinate activities with the Office of Public Health/Center for Community Preparedness for Points of Distribution Sites (PODS) in preparation for mass vaccination and prophylaxis dispensing in mental health regions, local governmental entities and hospitals;
- Coordinate and facilitate monthly statewide Emergency Response Coordinator's meetings, establishing a behavioral health disaster readiness continuum involving the Office for Addictive Disorders, Office for Citizen with Developmental Disabilities, Office of Public Health and Office of Behavioral Health;
- Attend in-state and out-state conferences, workshops and other continuing education, as required;
- Conducts presentations and/or facilitates meetings, workshops and trainings on emergency preparedness and response planning activities;
- Create and submit quarterly progress reports and updates on performance indicators to meet requirements of federal and state funding agencies;

## Professional Experience

Department of Health and Hospitals  
Office of Mental Health  
P. O. Box 4049, Baton Rouge, Louisiana 70821  
Program Manager

December 2004 to August 2005

## Responsibilities included:

- As the Program Manager of OMH Fund Development Division responsibilities included a wide range of services to OMH Staff, as well as to consumers, families, advocacy organizations and public-private partnerships statewide. Specific services to these groups included consultations, research and development services, technical assistance, program evaluation and quality assurance reviews to ensure the highest standards for all grant applications submitted by or in partnership with OMH;
- Oversaw and managed all related communication and research for grant proposal development (program conceptualization/design, identification of goals and objectives, budget and evaluation related to grant process;
- Managed communication with fund providers, applicants and project partners statewide regarding funding opportunities, development and preparation of applications, and qualitative review of applications pending announcement of funding;
- Coordinated duties of staff on grant writing team to ensure timely and appropriate gathering of information for proposed development; manage grant project components according to timeline, with established project goals and objectives;
- Provide statewide training, consultation, technical assistance, and quality assurance reviews to OBH staff, as well as to consumers, families advocacy organizations and public-private partnerships regarding submission of high quality grant applications;
- Serve as Statewide Project Coordinator in grants development process for the Office of Behavioral Health;
- Manage production of high quality grant applications and collaboration with project partners/community agencies statewide;
- Establish Steering Committees for grant proposal development in response to Requests for Applications from local and federal funders;
- Facilitate Steering Committee meetings to establish Chairs/Co-chairs and subcommittees collaboratively;
- Develop realistic timelines for proposal development with delegated responsibilities to members of subcommittees;



## Garcia Bodley

Page 3

### Professional Experience (continued)

- Ensure timely completion of proposal draft to submit for administrative in-house review prior to submission of applications to established fund provider by official deadline;
- Conduct research, program evaluation, and quality improvement studies statewide when indicated;
- Serve as grant reviewer in interagency grant review committee process;

### Professional Experience

Resources for Communities

Post Office Box 73215, Baton Rouge, Louisiana 70811

Owner/Independent Consultant

August 1999 - Present

As owner and independent consultant of Resources for Communities I provide a wide-array of services, such as:

- Services to community-based and faith-based entities in the areas of performance improvement, quality assurance, human resources development capacity building that includes board and staff development, human resources development, program planning and development, grant writing and management.
- Successfully authored grants totaling nearly 20 million for programs in youth development, family literacy, career development, prenatal health care, teen pregnancy prevention, cultural arts, youth entrepreneurship and capacity building;
- Provide guidance in the development of appropriate human resources policies and procedures and job descriptions;
- Provide assistance in the development of marketing and fund-raising plans that include billboards, brochures, flyers, and other promotion and/or informational materials;
- Develop quality assurance program guidelines, monitoring process and reporting instruments;
- Coordinate the development of orientation and training activities for project staff and subcontractors;
- Devise instruments and process for reporting programmatic outcomes;
- Facilitate community based collaboration efforts with community and faith-based entities, local government and school systems;
- Assisted in the development and coordination of educational program and evaluation designs;
- Provide guidance to clients in developing effective processes for grant management in the areas of programmatic and financial operations;

### Professional Experience

Young Women's Christian Association (YWCA)

Government Street, Suite 7, Baton Rouge, Louisiana 70811

Director, Family & Youth Services

July 1998 - July 1999

Responsibilities included:

- Successfully authored proposal to the Louisiana Department of Education to establish the YMCA Family Resource Center (Started Family Literacy over \$2 million and an additional \$100,000 proposal for equipment and construction from the Junior League of Baton Rouge;
- Coordinated the construction renovation of the family literacy facility to ensure compliance with state and local safety standards for early childhood center licensure;
- Researched, developed and implemented core components of family literacy program: Adult Literacy; Early Childhood Education; Home Visitation; Parent/Family Development; and Parent & Child time Together;
- Developed program standards and appropriate monitoring and reporting instruments;
- Coordinated staff development, training, supervision and evaluation, reporting and budgeting, recruitment of community partners, volunteers and participants;
- Collaboration with community agencies
- Assisted in the development and coordination of educational programs and the evaluation design
- Developed and implemented training and support activities for parents and staff

Director, Youth Services

July 1989 to July 1999

Responsibilities included: Researched, designed, implemented and managed programs for families, children and teens, such as:

- Program budgets and guidelines, devised policies and evaluation tools;
- Demonstrated strong interpersonal and communication skills working with clients and the community;



## Garcia Bodley

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### Professional Experience (continued)

#### *Director, Youth Services*

*July 1989 to July 1999*

Responsibilities Included: Researched, designed, implemented and managed programs for families, children and teens, such as:

- Program budgets and guidelines, devised policies and evaluation tools;
- Demonstrated strong interpersonal and communication skills working with clients and the community;
- Hired, trained and supervised 22 adult staff and 15 youth volunteers;
- Developed fundraising campaign for disadvantaged families' participation in summer program;
- Designed graphic arts materials, brochures and/or programmatic materials;
- Established strong networking relationships with groups and organizations throughout the community.

### Profession Affiliations

- Louisiana Association of Nonprofit Organizations (LANO)
- Standards of Excellence Certification Trainer & Reviewer
- Academic Distinction Fund
- Team Captain & Grants Reviewer/Evaluator
- Baton Rouge Area Foundation
- Neighborhood Arts Fund – Grant Reviewer/Evaluator
- East Baton Rouge Parish Head Start – Policy Council Member (1999 to 2005)
- Rize Up Louisiana, Board of Directors (2002 – 2005)
- Baton Rouge Chamber of Commerce, Leadership Alumni – Graduated 1996
- Baton Rouge Children's Coalition – Member, Board of Directors (1996 – 1999)
- Baton Rouge Council for the Prevention of Child Abuse – Member, board of Directors (1992-1999)



## Outreach Director

### About the Job

**PURPOSE:** The Outreach Director has the responsibility of the day to day operations of the center with regards to client services and programs, including the training and management of client services, volunteers, and staff and implementation of programs necessary to support client services.

### ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following:

- Oversee client programs, peer counseling and other support services offered by the center
- Provide peer counseling and services for clients when staff or volunteers are not available
- Maintain and update the referral resources for volunteers and client use
- Evaluate, select and maintain needed educational materials and resources for client use, with the help of the Executive Director
- Be available to meet the needs of the volunteers
- Oversee all material resources, including inventory and handling incoming donations
- Provide monthly and year-end client statistical reports
- Plan, coordinate and oversee the physical aspects of the client services areas of the center
- Handle routine business calls
- Conduct written and oral evaluations of client, mentor staff and client services volunteers on a yearly basis, as needed
- Participate in fund raising events
- Participate in meetings with other organizations related to the needs of clients
- Conduct volunteer training seminar
- Recruit and interview possible volunteers
- Coordinate and Execute volunteer in-service trainings
- Supervise the client mentor volunteer training program as set forth in the policies and procedures manual

### EDUCATION AND EXPERIENCE:

- Bachelor's or Master's degree, preferably in a social field
- Have one year of experience as a volunteer in a non-profit organization
- Have two years of experience in a helping profession in a position requiring supervisory experience as either a paid employee or volunteer
- Exhibit skill in interpersonal communication, public speaking and problem solving
- Be able to provide leadership and support to the volunteers
- Be able to provide able to carry out responsibilities with little or no supervision





## Outreach Educator

### About the Job

**PURPOSE:** The Outreach Educator is to assist the Director in the day to day operation of the Pregnancy Clinic. The primary area of responsibility will be administrative, counseling, and client services

### ESSENTIAL DUTIES AND RESPONSIBILITIES includes the following:

- Assist Director with administrative support
- Assist Director with outreach recruitment
- Maintaining client files
- Scheduling clients and making follow up calls
- Knowledge of and adhering to project's policy and procedures
- Participate in fund raising events
- Assist in conducting volunteer training seminar
- Assist in recruiting, selecting and interviewing possible volunteers
- Perform data entry of client information and monthly statistics

### EDUCATION AND EXPERIENCE:

- Minimum 2 years of business office experience, preferably in a health care setting
- Demonstrate human relation and effective communication skills
- Excellent organizational skills and time management
- 40 wpm typing
- Excellent written and oral communication skills
- Proficiency and comfort with MS Word, Excel, Power Point

